Department of Human Services Office of Services Review

Fiscal Year 2007

A System Review of the Division of Child & Family Services

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Executive Summary

The Office of Services Review conducted the Qualitative Case Review (QCR) and the Case Process Review (CPR), in conjunction with the Federal Court appointed monitor, as required by the "Performance Milestone Plan." The Milestone Plan is an agreement approved in Federal Court that outlines steps for the Division of Child and Family Services (DCFS) to take in order to improve the child welfare system.

To measure how well the Division is accomplishing this task, the Milestone Plan calls for an evaluation of both outcomes (QCR) and compliance with DCFS practice guidelines (CPR).

The QCR has helped identify quality services provided by Utah's child welfare system for the past eight years.

The CPR provided information regarding DCFS' ability to meet established policy expectations. Positive outcomes and improved services for every family are the priorities of Utah's child welfare professionals.

The accompanying tables highlight some of the challenges met by DCFS workers during FY2007.

Qualitative Case Review (QCR):

- Overall Child Status was 96%.
 All regions exceeded the exit criteria of 85%.
- 96% of all cases passed Safety.
- Overall System Performance was 90%. Three regions exceeded the exit criteria of 85%.
- All regions exceeded the 70% exit criteria on Child and Family Teaming/Coordination, Child and Family Planning Process, Plan Implementation, and Tracking and Adaptation.
- The Western, Salt Lake Valley, and Northern regions passed the QCR.

Case Process Review (CPR):

- Evidence of required activities was found 92% of the time.
 Partial credit responses represent less than 2% of the overall score.
- For the second year in a row, overall results in each case type met the goal of 85% (and 90% in CPS).
- Five of six health care questions scored above goal.
 The sixth question was within 1% of reaching the goal.
- Only one measure scored below goal by more than 10%.

Submitted to:

Utah State Legislature Child Welfare Legislative Oversight Committee and The Legislative Auditor General

A System Review of the Division of Child and Family Services

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Table of Contents

. Introduction	
I. Qualitative Case Review	2
A. Purpose of the Review	2
B. Methodology Data Reliability	
C. Statewide Overall Scores	5
SafetyOverall Child Status Scores by RegionSystem Performance	6
D. System Scores by Region	8
E. Core Indicators	
F. Summary of Progress	10
II. Case Process Review	
A. Purpose of the Review Changes to the CPR Process Health Care Requirements Clarification of Priority One Criteria Clarification of Step Parent Identity Initiating Services.	13 13 13
B. Methodology	14
C. FY 2007 CPR Results	14
D. Analysis by Case Type	
E. Continual Improvement Plan	18
Tables	
Appendix –	25

I. Introduction

This report provides information on the Case Process and Qualitative Case Reviews of the Division of Child and Family Services (DCFS). Reviews help to examine how well caseworkers follow Practice principles and practice guidelines and measure outcomes of system processes. The Practice Model is a principle-based framework for DCFS that identifies best principles and procedural practice requirements.

In accordance with a court order dated September 17, 1998 in the matter of *David* C. v. Huntsman (also known as David C. v. Leavitt) the Milestone Plan was created. The Performance Milestone Plan (the Plan) identifies specific objectives to achieve, outlines the steps necessary to reach those describes methods goals, and measuring performance. On June 28, 2007, Judge Tena Campbell approved an agreement to terminate this lawsuit. This ended formal monitoring by the court appointed monitor, Child Welfare Group (CWG). The parties agreed significant and enduring practice improvements were in effect. The Milestone Plan continues to be the official business plan of DCFS.

The Plan uses a performance measurement system developed by DCFS, CWG and the Office of Services Review (OSR). The system uses two reviews: a) The Case Process Review (CPR) tests how well caseworkers comply with very specific

practice guidelines and statutory requirements, and b) the Qualitative Case Review (QCR) measures the outcomes achieved for the child and family.

The CPR is "compliance" oriented, whereas the QCR is "outcome and principle" oriented. For example, the CPR asks if the child protection worker had face-to-face contact with the alleged victim within response guidelines (compliance with the guideline). The QCR asks if the child is currently safe (measurement of outcome).

The CPR is primarily a review of the case record. A selection of random cases is generated. OSR reviewers search the DCFS computer data system (SAFE) and travel to the field office to examine the case file and determine compliance with practice guidelines.

The QCR gathers evidence from multiple interviews in addition to reviewing the case record. A sample of 24 cases per region (72 for the Salt Lake region) is selected. Each case is evaluated by a pair of trained reviewers who interview key parties to the case such as the family, child, foster family, service providers, teachers, etc.

The first chapter of this report explains the purpose, methodology, and results of the QCR. The second chapter explains the purpose, recent process changes, methodology and results of the CPR.

II. Qualitative Case Review

A. Purpose of the Review

The Qualitative Case Review is a method of evaluation used by the Office of Services Review (OSR), in conjunction with the Child Welfare Group (CWG), to assess the current status of children and families served by the Division of Child and Family Services (DCFS) and the performance of the child welfare system. The Qualitative Case Review is a part of the Milestone Plan developed by DCFS and CWG to improve services to clients. FY2007 marks the eighth consecutive round of Qualitative Case Review.

B. Methodology

Qualitative Case Reviews were conducted in all regions. Reviews began in October 2006 and concluded in May 2007. In most regions 24 cases were selected for each review. In the Salt Lake Valley region 72 cases were reviewed in two separate reviews consisting of 36 cases each. Cases were drawn from offices across each region. The total number of cases selected for review was 168.

Four cases were partially scored or not scored at all. Two children were on the run or absent without leave (AWOL) at the time of the review. Such cases automatically receive unacceptable scores on safety, which necessarily leads to an unacceptable score on Overall Child Status. Other than safety, Child Status indicators are not scored if the child is AWOL. In addition, when the child is AWOL System Performance indicators are not scored.

Two cases were unusual in circumstance. In one case, allegations of sexual perpetration by the target child toward another child in the home emerged a few days prior to the review. The foster parents declined to participate in the review and it was deemed therapeutically unwise to interview the child. This case received an unacceptable score on safety and Overall Child Status. Due to the lack of interviews with key parties, further Child Status indicators were not scored, nor were the System Performance indicators scored; however, a narrative of the case was provided to the region.

Finally, one case involved an 18-year-old child who had aged out of the system and whose case was closed prior to the review. This child was out of state and could not be interviewed. Due to the child's age and the closed status of the case, the child was not considered AWOL. Due to a lack of information, no finding was made as to her safety, and no Child Status or System Performance indicators were scored; however, a narrative of the case was provided to the region.

Because these four cases were either partially scored or not scored at all, rather than the customary statewide total of 168 cases, the total number of cases scored on Safety and overall Child Status is 167 and the total number on other Child Status indicators, System Performance indicators, and overall System Performance is 164.

The selection of cases was based on a sampling matrix, assuring that children of all age groups were included. The samples included children receiving out-of-home care and families receiving home-based services such as voluntary counseling services, protective supervision services, or intensive family preservation. Cases were selected by CWG for all regions except the Southwest region. Southwest cases were selected by OSR. The Southwest Region no longer requires CWG oversight as they previously met QCR exit criteria for two consecutive years.

The information used for evaluation was obtained through in-depth interviews with the child (if old enough to participate), parents or other guardians, foster parents (when the target child was placed in foster care), caseworker, teacher, therapist, service providers and others having a significant role in the child's life. The child's **CPS** file, includina prior investigations and other available records, was also reviewed.

In all regions, (with the exception of the Southwest region) CWG reviewers were assigned to half of the cases. Reviewers from DCFS, OSR, or community partners were assigned to the remaining cases. An important element of a QCR review is the participation of professionals from outside DCFS who work in related fields such as mental health, juvenile courts, education, corrections, etc.

After the reviews were completed, the case was scored and reviewers submitted a case story narrative. The Qualitative Case Review instrument used by the reviewers, referred to as the QCR Protocol, is divided into two parts or domains.

The first domain appraises the child and family's current status. The indicators in this domain are:

- Safety
- Stability
- Appropriateness of Placement
- Prospects for Permanence
- Health/Physical Well-being
- Emotional/Behavioral Well-being
- Learning Progress/Development
- Caregiver Functioning
- Family Functioning and Resourcefulness
- Satisfaction

The second domain evaluates system performance. It follows the principles of the DCFS Practice Model. The indicators in this domain are:

- Child and Family Participation
- Child and Family Team and Coordination
- Child and Family Assessment
- Long-term View
- Child and Family Planning Process
- Plan Implementation
- Formal and Informal Supports/Services
- Successful Transitions
- Effective Results
- Tracking and Adaptation
- Caregiver Support

Each system indicator was scored on a scale of 1 to 6, with 1 representing a completely unacceptable outcome, 4 identifying minimally acceptable performance, and 6 representing an optimal outcome. The scaled score is then weighted. The following table identifies the weights of each system performance indicator.

QCR Indicator	Assigned Weight
Child/Family Participation	2
Child and Family Team & Coordination	2
Child and Family Assessment	3
Long-term View	2
Child and Family Planning Process	3
Plan Implementation	2
Formal and Informal Supports and Services	2
Successful Transition	1
Effective Results	2
Tracking and Adaptation	3
Caregiver Support	1

A narrative written by the review team gave background information on the child and family's circumstances, evaluated the child's current status and described the strengths and weaknesses of the system. The reviewers made specific suggestions for improvement when needed.

Data Reliability

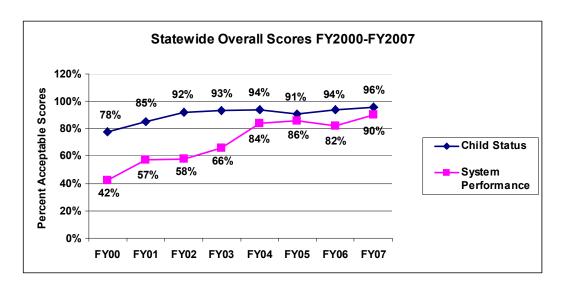
Several controls were in place to assure data accuracy. In all regions (except the Southwest region), the court appointed monitor, Paul Vincent from CWG, and his staff were involved on all levels of the review process. They participated in reviewing half of the cases, attended all case debriefings, and checked the scoring calculations. In all regions cases were reviewed by two individuals, which minimized personal biases. When DCFS personnel were involved as reviewers they paired with a non-DCFS reviewer and

examined cases in a region other than their own. Office of Services Review assessed each case story for completeness and consistency. Finally, a case story narrative for each case was submitted to the caseworker and region administration to review for factual accuracy. In addition, the caseworker, supervisor and/or region administrators had the opportunity to give factual clarifications to the reviewers during the review process in the entrance and exit interviews as well as during the debriefing of the case. The regions also have the option of appealing scores on individual cases if the appeal is based on facts that were present at the time of the review.

C. Statewide Overall Scores

Data for the Qualitative Case Review (QCR) can be examined from many different perspectives. A broad perspective examines the Overall Score for the two domains, Child and Family Status and System Performance.

The following chart illustrates the performance of DCFS on a statewide basis, gives some historical background and charts the trends in overall performance since the inception of the QCR process and the Milestone Plan. As the chart illustrates, the child welfare system has demonstrated a high level of performance in both domains for the past four years.



Child and Family Status

The Milestone Plan calls for 85% of all cases reviewed to attain an acceptable overall score on Child and Family Status. The scores on individual status indicators are important in identifying strengths and needs in particular areas. The score on the statewide Overall Child Status for DCFS is 96% of cases in the acceptable range. This is an increase over last year's score of 94% and represents the sixth year in a row the overall score reached over 90%.

For the sixth consecutive year, all regions met the exit criteria on Child Status. Most Child Status indicators scored very well. Indicators that achieved a statewide average of 85% or better included: Safety

(96%), Appropriateness of Placement (97%), Health/Physical Well-being (99%), Emotional/Behavioral Well-being (91%), Learning Progress (91%), Caregiver Functioning (97%), and Client Satisfaction (91%).

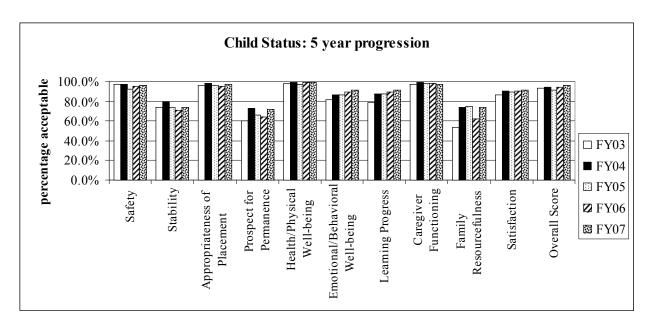
It has been difficult to achieve high scores on the status indicators of Stability, Prospects for Permanence and Family Resourcefulness but each of these indicators improved this year. (Stability 71% to 74%, Prospects for Permanence 64% to 72%, and Family Resourcefulness 62% to 74%). The overall scores for the past five years have been shaded in the chart below.

	FY03	FY04	FY05	FY06	FY07
Safety	97.1%	97.0%	92%	95%	96%
Stability	74.1%	80.0%	73%	71%	74%
Appropriateness of Placement	96.4%	97.6%	96%	95%	97%
Prospect for Permanence	60.2%	72.7%	66%	64%	72%
Health/Physical Well-being	97.6%	98.8%	97%	99%	99%
Emotional/Behavioral Well-being	81.9%	86.7%	86%	89%	91%
Learning Progress	78.8%	87.3%	87%	89%	91%
Caregiver Functioning	97.5%	99.0%	98%	98%	97%
Family Resourcefulness	53.6%	73.5%	74%	62%	74%
Satisfaction	86.1%	90.3%	89%	90%	91%
Overall Score	93%	94%	91%	94%	96%

Safety

Safety is referred to as the "trump" for child and family status. Since safety is central to the overall well-being of the child, the case cannot pass the Child Status domain if it fails on this indicator. To receive an acceptable rating, the child must be safe from risks of harm in his/her living and learning environments. Others in

the child's daily environments must also be safe from high-risk behaviors or activities of the child. Of the 167 cases scored, 161 had an acceptable score on Safety, which represents 96% of all cases. This is an excellent score. The following graph illustrates Child Status results for the last five years.



Overall Child Status Scores by Region

The table below shows Overall Child Status results by region. For the sixth consecutive year, every region exceeded

the 85% exit criteria, and for the seventh consecutive year, the state average met or exceeded 85%.

Child Status	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07
	Baseline							Current
								Scores
Eastern Region	78%	83%	96%	96%	100%	92%	100%	96%
Northern Region	89%	75%	96%	100%	100%	96%	96%	100%
Salt Lake Region	87%	90%	88%	89%	90%	88%	92%	96%
Southwest Region	89%	83%	88%	96%	96%	100%	96%	91%
Western Region	50%	83%	100%	92%	92%	88%	92%	96%
Overall Score	78%	85%	92%	93%	94%	91%	94%	96%

System Performance

The Performance Milestone Plan calls for 85% of all cases reviewed to attain an "acceptable" overall score on System Performance. The plan also calls for the core System Performance indicators (Child and Family Team/Coordination, Child and

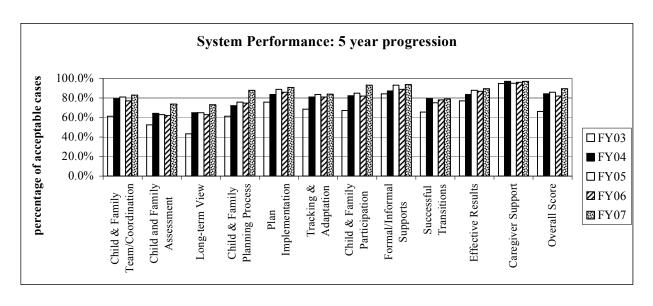
Family Assessment, Long-term View, Child and Family Planning Process, Plan Implementation, and Tracking and Adaptation) to score 70% or more. The shading in the following chart highlights the core domains.

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07
Child & Family Team/Coordination	38.6%	38.7%	45.2%	61.4%	79.4%	81%	77%	83%
Child and Family Assessment	26.7%	43.6%	42.3%	52.4%	64.2%	63%	62%	74%
Long-term View	20.8%	36.2%	32.3%	43.4%	64.8%	65%	63%	73%
Child & Family Planning Process	32.7%	42.3%	52.4%	61.4%	72.1%	76%	75%	88%
Plan Implementation	53.5%	68.1%	66.7%	75.9%	83.6%	89%	86%	91%
Tracking & Adaptation	55.4%	58.9%	62.5%	68.7%	81.2%	84%	81%	84%
Child & Family Participation	57.0%	56.4%	60.1%	67.3%	82.4%	85%	82%	93%
Formal/Informal Supports	80.2%	79.8%	79.2%	84.3%	87.3%	93%	89%	94%
Successful Transitions	44.0%	54.3%	56.1%	65.6%	79.4%	75%	78%	79%
Effective Results	58.0%	66.3%	70.8%	77.1%	83.6%	88%	87%	90%
Caregiver Support	89.5%	91.8%	92.8%	94.8%	97.0%	95%	96%	97%
Overall Score	42%	57%	58%	66%	84%	86%	82%	90%

Improvement in System Performance

Statewide system performance was 90%. This is the highest score yet achieved on this domain, and represents the fourth consecutive year the score for overall System Performance was 82% or higher. All System Performance indicators improved from FY2006 to FY2007 and all

core indicators achieved a score of 73% or better. The scores on all indicators were the highest ever, setting new records on each indicator. The following graph displays the System Performance results for the last five years.



D. System Scores by Region

The following table shows the Overall System Performance scores by region. Northern, Salt Lake and Western regions exceeded the exit criteria by scoring

better than 85%. Eastern and Southwest regions are not far behind with their score of 83%. The state as a whole had an Overall System Performance score of 90%.

System Performance	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07
	Baseline							Current
								Scores
Eastern Region	33%	75%	67%	71%	83%	92%	88%	83%
Northern Region	22%	50%	58%	58%	79%	83%	88%	96%
Salt Lake Region	48%	53%	49%	59%	86%	83%	76%	93%
Southwest Region	53%	71%	79%	88%	92%	100%	92%	83%
Western Region	32%	43%	54%	71%	79%	77%	79%	88%
Overall Score	42%	57%	58%	66%	84%	86%	82%	90%

E. Core Indicators

The regions are mastering implementation of the Practice Model as measured by the scores achieved on the core indicators. For the past three years, every region has exceeded the exit criteria on Child and Family Teaming/Coordination, Plan Implementation, and Tracking and Adaptation. Over those same three years, all but one region has exceeded the criteria on Child and Family Planning. Regions have consistently had difficulty on two core indicators Child and Family Assessment and Long-term View; however scores on these indicators are rising.

In FY2005 and FY2006, only a couple of

regions passed each of these indicators. This year a majority of the regions exceeded the exit criteria on both indicators. More detail on the results for each of the six core indicators follows.

Child and Family Team / Coordination

For the third consecutive year, every region exceeded the 70% exit criteria. This year scores ranged from 74% in Eastern region to 87% in Salt Lake region.

As seen in the following table, the overall teaming score for the state improved from 77% last year to 83% this year.

C & F Teaming/Coord.	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07
	Baseline				 	 		Current
					 -	 -	 	Scores
Eastern Region	22%	50%	67%	75%	75%	79%	75%	74%
Northern Region	44%	29%	42%	42%	67%	75%	71%	83%
Salt Lake Region	37%	29%	35%	54%	78%	80%	75%	87%
Southwest Region	53%	71%	67%	92%	96%	100%	92%	83%
Western Region	36%	30%	38%	54%	83%	73%	75%	79%
Overall Score	39%	39%	45%	61%	79%	81%	77%	83%

Child and Family Assessment

Four of the regions improved their Child and Family Assessment score this year. The cumulative effect was a 12-percentage point increase in the statewide score (from 62% to 74%). This is the first year the

statewide score on Child and Family Assessment has exceeded the exit criteria. Most of the regions made excellent progress on this indicator this year.

C & F Assessment	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07
	Baseline		: !	i 	i 		i 	Current
	 		l	l	l		l	Scores
Eastern Region	11%	67%	54%	58%	38%	63%	50%	65%
Northern Region	11%	42%	54%	42%	54%	67%	54%	79%
Salt Lake Region	27%	37%	33%	54%	71%	52%	69%	79%
Southwest Region	37%	54%	42%	63%	83%	88%	71%	61%
Western Region	27%	30%	46%	42%	63%	68%	54%	75%
Overall Score	27%	44%	42%	52%	64%	63%	62%	74%

Long-Term View

As with Child and Family Assessment, four regions improved their score on Long-term View. The cumulative effect was a 10 percentage point increase on this indicator

(from 63% to 73%). This is the first year the statewide score on this indicator has exceeded the 70% exit criteria.

Long-Term View	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07
	Baseline							Current
								Scores
Eastern Region	0%	50%	25%	50%	50%	63%	54%	65%
Northern Region	0%	29%	42%	25%	58%	71%	75%	92%
Salt Lake Region	33%	37%	32%	41%	70%	54%	56%	73%
Southwest Region	26%	38%	38%	54%	88%	92%	83%	65%
Western Region	9%	26%	26%	50%	50%	68%	54%	71%
Overall Score	21%	36%	32%	43%	65%	65%	63%	73%

Child and Family Planning

Four of the regions improved or maintained their scores on Child and Family Planning Process. The cumulative effect on the statewide score was a substantial 13 percentage point increase from 75% to

88%. This was due to substantial increases in two regions. Western region rose from 67% to 83% and Salt Lake region soared from 68% to 93%.

Child & Family Planning	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07
	Baseline							Current
								Scores
Eastern Region	0%	63%	67%	58%	71%	71%	83%	83%
Northern Region	11%	46%	46%	46%	63%	79%	83%	88%
Salt Lake Region	48%	31%	49%	60%	75%	72%	68%	93%
Southwest Region	32%	58%	54%	79%	83%	96%	92%	83%
Western Region	27%	35%	54%	67%	63%	68%	67%	83%
Overall Score	33%	42%	52%	62%	72%	76%	75%	88%

Plan Implementation

Three regions improved their score on this indicator, one remained the same (Western region at 92%), and the second decreased; yet remained above the exit

criteria (Southwest region at 83%). For the fifth year in a row, every region exceeded the exit criteria on this indicator.

Plan Implementation	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07
	Baseline							Current
								Scores
Eastern Region	44%	71%	75%	79%	79%	92%	92%	100%
Northern Region	56%	67%	67%	71%	71%	83%	88%	96%
Salt Lake Region	70%	68%	57%	71%	87%	86%	79%	89%
Southwest Region	53%	75%	83%	92%	96%	100%	88%	83%
Western Region	46%	61%	71%	83%	79%	91%	92%	92%
Overall Score	53%	68%	67%	77%	84%	89%	86%	91%

Tracking and Adaptation

All regions exceeded the exit criteria for this indicator for the fourth consecutive year. Two regions experienced double-digit declines, two other regions experienced

double-digit advances, and the final region remained the same. The statewide score on this indicator was 84%, which matches the previous high in FY2005.

Tracking and Adaptation	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07
	Baseline							Current
								Scores
Eastern Region	56%	75%	79%	83%	71%	88%	88%	78%
Northern Region	56%	54%	58%	67%	71%	88%	83%	96%
Salt Lake Region	69%	54%	57%	57%	83%	76%	75%	87%
Southwest Region	47%	75%	79%	96%	96%	100%	92%	74%
Western Region	36%	43%	50%	63%	83%	77%	79%	79%
Overall Score	55%	59%	63%	69%	81%	84%	81%	84%

F. Summary of Progress

Eastern region scored 96% on their overall Child Status and exceeded the exit criteria on four of the six core indicators. Their overall System Performance score (83%) and their scores on Child and Family Assessment and Long-term View (both at 65%) were just below exit criteria; in fact,

they were only one case short of passing.

After two years of coming within reach of the goal, Northern region surpassed expectations this year. Their scores on overall Child Status and overall System Performance were outstanding (100% and

96%, respectively). They passed all core indicators, with scores in the ninetieth percentile on half of them. Scores on all core indicators were the highest the region has ever achieved.

Salt Lake Valley region passed the QCR for the first time in FY2004, and then fell short the next two years. This year they passed for the second time. Not only did they pass the review, they passed with extremely high scores on many of the indicators.

The Salt Lake Valley region far exceeded exit criteria on Overall Child Status (96%) and Overall System Performance (93%). The region achieved scores of 87% or higher on four of the core indicators. The two that remained in the seventieth percentile were still comfortably above the

exit criteria. The region scored higher than ever before on all core indicators.

After three years of exceeding all exit criteria, Southwest fell short this year due to scores of 83% on overall System Performance, 61% on Child and Family Assessment and 65% on Long-term View. The other core indicators declined but remained above the exit criteria. The region continues to achieve good outcomes for children, as evidenced by their overall Child Status score of 91%.

Western region passed the QCR for the first time this year. Overall, Child Status scored 96% and System Performance scored 88%. All core indicators exceeded the exit criteria, with scores ranging from 71% to 92%.

III. Case Process Review

A. Purpose of the Review

The Case Process Review (CPR) is an integral part of the strategy to improve system performance within the Division of Child and Family Services. In accordance with Utah statute, the Office of Services Review (OSR), in conjunction with the Federal Court appointed monitor, the Child Welfare Group (CWG), conducted the Case Process Review of DCFS and the services provided to children and families. The program areas evaluated in the Case Process Review are:

- Child Protective Services (CPS):
 This program area includes cohorts of priority one referrals, medical neglect allegations, shelter cases, unable to locate referralsⁱ, and unaccepted referralsⁱⁱ.
- Home-Based Services: This program area includes family preservation (PFP), voluntary protective services (PSC), and court-ordered protective supervision (PSS).
- Foster Care Services (SCF): This
 program area includes families with
 children placed in out-of-home care
 due to abuse or neglect. Cases also
 include families with children
 determined by the court to be
 dependent through no fault of the
 parent (or child).

With approval from CWG, OSR determines the Case Process Review questions, guidelines, sampling methodology, and quality controls to ensure data accuracy. The CPR protocol guides the reviewer to a measurement of compliance with practice auidelines. Scores are determined by reviewing documentation in the Utah Child Welfare Management Information System (SAFE) and/or the case file. Reviewers seek documentation of activities connected to specific questions in the CPR protocol. If documentation does not provide clear evidence of completion of an activity within the allowed timeframe, credit is not given.

Using an established mathematical method, a statewide statistically significant number of cases were selected for each program area. Performance goals for the CPR are 90% for general CPS cases and 85% for all other program areas. Findings of the CPR reflect statewide performance whereas findings of the Qualitative Case Review (QCR) reflect regional performance.

Changes to the CPR Process

OSR continuously seeks to improve the review process and provide DCFS with the most accurate data possible. Each year the process improves through mutual discussion and agreement among all parties.

July 2007 Page 12

i Unable to Locate: CPS referrals closed due to inability to locate child and/or family

ii Unaccepted Referrals: CPS referrals not meeting necessary criteria to warrant an investigation

Health Care Requirements

OSR and the court monitor, Child Welfare Group (CWG), with approval from the federal court, agreed to modify the Health Care portion of the CPR.

Three specific changes were agreed to:

- 1. Completion of an annual exam is considered timely if completed no later than the end of the 13th month following the last annual exam. This is a change from exams reauirina annual completed before the exact date thirteen months from the last annual exam. For example, consider an annual exam completed on February 5, 2005. The next annual exam would be due before March 31, 2006 instead of before March 5, 2006.
- For children under the age of five, the Ages and Stages Questionnaire (ASQ) was introduced to meet the mental health requirement. Parties also stipulated the Ages and Stages Questionnaire-Social/Emotional (ASQ-SE), in addition to the ASQ, will be required in FY2008.
- 3. Evidence that a follow-up exam was "completed" is required. The original phrasing of this question used the term "initiated". Interpretation of what "initiated" means caused continual conflict. The term "completed" achieves interpretation that is more consistent.

In addition to the altered questions, DCFS health nurses and caseworkers documented exceptionally well in FY2007. As a result, scores on medical care

questions in the CPR increased from 85% in FY2006 to 94% in FY2007. Scores for mental/emotional health questions and dental care questions increased from 67% and 71% in FY2006 to 91% and 93% respectively in FY2007.

Clarification of Priority One Criteria

DCFS has refined the requirements for Priority 1 status as "an incident where there is imminent threat to the safety and wellbeing of a child/youth." Additional instruction states a Priority 1 status is NOT to be used in situations when:

 "The police are present and able to provide protection to the alleged victim:"

or if

2. "The child/youth is in a facility (such hospital) where reasonable to assume there are responsible adults providing protection and there are no immediate the threats to child/youth's safety."

Previously, a Priority 1 status was determined by a checklist during the intake process. The refined definition identifies the presence of a responsible authority does not require a Priority 1 status. This definition resulted in zero cases meeting the criteria required for review.

Clarification of Step Parent Identity

In the past, a parent's paramour was often misidentified as a stepparent. An agreement between all parties now identifies a stepparent as "a person legally married to a biological parent and residing in the home with the child." Workers were able to more consistently document a stepparent's involvement.

In part, the clarified definition and more consistent documentation increased scores for stepparent involvement in foster care cases (55% in FY2006 to 76% in FY2007). Home-Based cases also saw scores improve (67% in FY2006 to 93% in FY2007).

Initiating Services

When the DCFS worker or agency is identified in the Service Plan as the party responsible for an action, the reviewers seek evidence of such action. example, a service plan may identify the worker as responsible to monitor a child's attendance in school. If a specific frequency is not stated, the reviewers would assume a minimum of quarterly monitoring. When restrictions were placed on an activity, such as "when needed" or "if necessary," the activity was considered not applicable. This change did not appear to affect the scoring on questions regarding initiating services. In foster care as well as Home-Based cases, the scores in FY2007 were identical to scores in FY2006 (86% and 90% respectively).

B. Methodology

Historical knowledge of the population within each program area helps to determine the sample size used each year. OSR analysts reviewed Foster Care cases using a six-month period of July through December 2006, while a three-month review period of September through November 2006 was used for CPS and home-based cases. After OSR analysts examined all cases, a staff member of CWG repeated the review approximately 10% of the cases. This process helps ensure inter-reader reliability.

The number of cases evaluated for FY2007 is similar to FY2006, and is a percentage of the total number of cases open for services during the review period (for CPS it's a percentage of cases closed during the review period). The breakdown of sample sizes for all program areas reviewed is shown in the table below. CPS cohort areas of priority one, medical neglect, unable to locate, and shelter had 100% of applicable cases reviewed.

OSR 2007 Report S	Sample Sizes
Program Area	Case Files Reviewed
CPS General	140
CPSCohorts	112
Medical Neglect	24
Shelter	88
Priority One	0
CPS Unable to Locate	65
CPS Unaccepted	131
Home-Based-	127
Additional HB.2	15
Additional HB.4	14
Foster Care	145

C. FY 2007 CPR Results

Overall results continued to show an upward trend in FY2007. "Yes" answers, in addition to partial credit responses, comprised 92% of the applicable sample. For the second consecutive year, overall results in each case type met the goal of 85% (90% in CPS). FY2007 marks the second year of allowing partial credit on specific questions. An agreement between DCFS, the plaintiffs, and the court monitor allowed a significant change in the way partial credit is scored. Previously, a partial answer received zero credit. Consider, for example, HB.6 and FC.IVA5 (initiating

services listed in the plan). If a reviewer could find evidence that some, but not all, services identified in the family plan had been initiated, a "Partial" answer was given, which received the same credit as a "NO" answer.

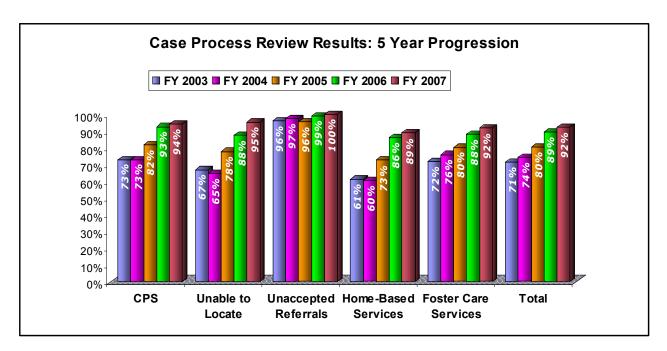
Whether a worker initiated nine out of ten services or none at all, it was treated the same. Credit is now given for the proportion of services initiated. In FY2007 the "Partial Credit" represents approximately 1% of the total overall score.

Not all questions have the option of partial credit. Questions like CPS.B2--interviewing the child's natural parent(s)-continued to receive a "Partial-no-credit" score if only one parent was interviewed. Questions that qualified for the partial credit were determined between all parties and approved by the court. The option of

partial credit is applied to the following questions:

- CPS.A2 (initiating services within 30 days of the CPS referral.) No cases met the definition for partial credit this year.
- CPS.A3 (completing the CPS investigation within 30 days or within the approved extension).
- HB.1 and HB.2 (current homebased plan is in the file and the Initial plan was created within 45 days).
- FC.IVA1 and FC.IVA2 (current foster care plan is in the file and the initial plan was created within 45 days).
- FC.II2, FC.II4, and FC.II6 in the SCF health section (initiating further evaluation and treatments).

A five-year progression of overall results is reflected in the following chart.



D. Analysis by Case Type

All CPS questions, save one, met or exceeded the goal. The lone question had an extremely small sample of six, which caused the result to be statistically unreliable.

For all case types, of the 51 questions asked by the reviewers, 47 met or exceeded the goal. Two questions, FC.II6 pertaining to follow-up dental care, and FC.IVA2 regarding whether the initial plan was completed within 45 days, were within 1% of the goal. Question HB.2, which also examines whether the initial plan was completed within 45 days, missed the goal by only six percentage points. Only one score was more than 10% below the goal.

Question CPS.E3 (seeking evidence of weekly visits to a child in shelter) declined from 82% last year to 79% in FY2007; however, the sample size was so small the score is statistically unreliable. Please refer to the discussion on CPS.E3 within the Child Protection Services portion of the analysis.

Child Protection Services (CPS)

Question CPS.C1, pertaining to a "priority one" referral had zero cases which met the revised definition for priority one status.

On question CPS.E3, regarding a weekly shelter visit, all six cases in the universe were read. Of the six applicable, four received yes answers and two received a partial score with no credit. The "partial no credit" score generally occurred due to another worker making the visit without documentation of communicating the results with the assigned worker.

Reviewers recognize these visits took place; however, the required CPR documentation was missing. CPS cases often transferred quickly to foster care, which also resulted in smaller numbers of cases applicable to the question.

Due to historically low sample numbers, CWG agreed to have OSR explore additional cases for questions CPS.A2 (regarding worker's initiation of services within 30 days of the referral) and CPS.B4 (making an unscheduled home visit). Scoring on these two questions did not appear to be affected. CPS.A2 remained within four percentage points of the score achieved during FY2006, while CPS.B4 actually declined by eight percentage points.

Unable to Locate and Unaccepted

All Unable-to-Locate questions exceeded the goal this year, as opposed to only three of five questions last year. Unaccepted referrals have traditionally surpassed the goal, and did so again in FY2007.

Home-Based Results

Home-based cases continue to show improvement with scores reaching above goal on four of the five questions. The single question (HB.2, "Was an initial child and family plan completed for the family within 45 days of case start") missed goal by only six percentage points.

With the approval of CWG, OSR included supplementary samples to explore the involvement of stepparents for question HB.4. An impressive increase took place on this question. Parents were involved

92% of the time as opposed to 80% in FY2006. Stepparents and target children were involved 93% and 100% of the time respectively, as opposed to 67% and 65% previously. It appears DCFS caseworkers are documenting more effectively when planning services for their families.

Question HB.2, "Was an initial child and family plan completed for the family within 45 days of case start" has yet to reach the expected goal of 85%. A slight decline occurred during the past year (from 82% to 79%); however, the five-year progression of scores indicates an overall improvement from a low of 26% to the high of 82% in FY2006.

Of the 49 family plans reviewed, only one plan was completed too late to receive credit.

Foster Care Results

More foster care questions met the desired goal in FY2007 than ever before. Of 21 questions, 18 met or surpassed the goal. Questions regarding placement changes and new placements (FC.IA2 to FC.IA5) yielded great results with all questions meeting the goal.

Giving the out-of-home caregiver information about the child prior to placement of the child into the home (FC.A5) went from 75% to 85% and met the goal for the first time. In addition to joint training with OSR, DCFS has active "Practice Teams" Improvement consistently encouraging region management and workers. DCFS also completes internal QCRs and Quality Assessments. The agency's efforts are reflected in the scores for FY2007.

Of the six medical questions, all but one met the goal and the single question not reaching goal was within 1%. A very notable improvement was identified on question FC.II2, which saw an increase from 67% to 86% in FY2007. In addition, progress is evident in FC.III2 (children's educational assessment needs). Scores for this question have improved from 79% two years ago to 94% this year!

Visitation questions for foster-care have traditionally scored well. FC.IB4 (did the worker visit privately with the child?) has been amended several times throughout the history of the Case Process Review Protocol. In FY2006, DCFS clarified the requirement of visiting privately with the child to mean "outside the presence of the caretaker" and all parties agreed to review the question with this in mind. FY2007 scores reflect minor declines from FY2006; however, scores observed over the past five years verify improvement.

Creation of initial plans (FC.IVA2) achieved a score of 84%, up from 76%, but remained below the desired goal. This score is still encouraging for workers since historically this question has scored very low.

of Reviewers saw improvement documentation on FC.IVA3 regarding involvement of family members OSR reviewers looked for planning. evidence family members were included in discussions regarding the plan before the plan was finalized. Scores improved by 14 percentage points for involvement of the child (from 83% to 97%) and 21 percentage points for parents and stepparents (from 70% to 91% for parents and from 55% to 76% for stepparents).

E. Continual Improvement Plan

DCFS employees are committed to and value the difficult work necessary to establish safe, secure environments for Utah's most vulnerable families.

When an allegation of impropriety within the Salt Lake Valley region occurred, OSR assisted DCFS in creating additional checks and balances to the case selection process in order to protect the integrity of the results. The commitment of OSR staff to independent and comprehensive examination of the child welfare system continues to help ensure Utah's families receive quality review services.

The recent agreement between parties in Federal Court will allow DCFS and OSR to continue with established review methods without an assigned court monitor. The Division has succeeded in meeting most of the desired goals of the Case Process Review for two consecutive years. The Office of Services Review continues to assist DCFS improve methods of documentation associated with the Case Process Review and provides additional

training regarding practice guideline requirements associated with the CPR.

State administrative staff and regional management staff use the CPR protocol tool to review cases. Computer programs exist which allow DCFS supervisors to monitor staff performance, using automated queries of policy buttons in Utah's information management system (SAFE).

SAFE continues to evolve to accommodate new or improved methods of documenting required practices. As policies advance to provide better quality service to the community, so too does the SAFE system. Tables showing score comparisons for the past five years appear on the following pages. Tables showing the complete results of the 2007 Case Process, including sample sizes and responses, are shown in the Appendix.

Tables

Table I

Five-Year Progression General CPS

Type & Tool #	Question	GOAL	FY2007	25%	2006	2005	2004	2003
	Ge	neral CP	S					
CPS.A1	Did the investigating worker see the child within the priority time frame?	90%	90%		87%	83%	78%	69%
CPS.A2	If the child remained at home, did the worker initiate services within 30 days of the referral?	90%	98%		94%	76%	90%	79%
CPS.A3	Was the investigation completed within 30 days of CPS receiving the report from intake or within the extension time frame granted if the Regional Director granted an extension?	90%	96%		94%	84%	81%	69%
CPS.B1	Did the worker conduct the interview with the child outside the presence of the alleged perpetrator?	90%	92%		94%	97%	88%	93%
CPS.B2	Did the worker interview the child's natural parent(s) or other guardian when their whereabouts are known?	90%	91%		88%	77%	60%	57%
CPS.B3	Did the worker interview third parties who have had direct contact with the child, where possible and appropriate?	90%	95%		97%	82%	72%	76%
CPS.B4	Did the CPS worker make an unscheduled home visit?	90%	91%		99%	73%	78%	71%
CPS.C1	If this is a Priority I case involving trauma caused from severe maltreatment, severe physical injury, recent sexual abuse, fetal addiction, or any exposure to a hazardous environment was a medical examination of the child obtained no later than 24 hours after the report was received?	90%	N/A¹		86%	100%	88%	89%
CPS.C2	If this case involves an allegation of medical neglect, did the worker obtain a medical neglect assessment from a health care provider prior to case closure?	90%	96%		81%	74%	67%	73%
CPS.D1	Were the case findings of the report based on the facts/information obtained/available during the investigation?	85%	98%		99%	94%	83%	91%
CPS.E1	Was the child placed in a shelter placement?							
CPS.E2	Did the worker visit the child in the shelter placement within 48 hours of removal from the child's home?	85%	94%		87%	59%	45%	53%
CPS.E3	After the first 48 hours, did the worker visit the child in the shelter placement at least weekly, until the CPS case closure or until transferred to a foster care caseworker?	85%	67%²		80%	38%	11%	40%
CPS.E4	Within 24 hours of the child's placement in shelter care, did the worker make reasonable efforts to gather information essential to the child's safety and well-being and was this information given to the shelter care provider?	85%	93%		86%	83%	 58%	65%
CPS.E5	During the CPS investigation, were reasonable efforts made to locate possible kinship placements?	85%	100%		98%	95%	93%	85%

Equal to or above goal.

Within 10-percentage points of desired goal. More than 10-percent below desired goal.

Zero applicable cases in sample. No score.
 Sample size of 6 leads to statistically unreliable score.

Table II

Five-Year Progression Unable to Locate, Unaccepted Referrals, Home-Based

Type & Tool #	Question	GOAL	FY2007	25%	2006	2005	2004	2003
	Unable to Locate	e Cases						
Unable 1	Did the worker visit the home at times other than normal working hours?	85%	96%		83%	68%	59%	12%
Unable 2	If any child in the family was school age, did the worker check with local schools or the local school district for contact/location information about the family?	85%	93%		79%	88%	74%	81%
Unable 3	Did the worker check with law enforcement agencies to obtain contact/location information about the family?	85%	96%		87%	81%	63%	80%
Unable 4	Did the worker check public assistance records for contact/location information regarding the family?	85%	98%		98%	83%	67%	72%
Unable 5	Did the worker check with the referent for new information regarding the family?	85%	93%		85%	66%	59%	60%
	Unaccepted Re	ferrals						
Unacc.1	Was the nature of the referral documented?	85%	100%		99%	99%	100%	98%
Unacc.2	Did the intake worker staff the referral with the supervisor or other intake/CPS worker to determine non-acceptance of the report?	85%	100%		100%	99%	100%	100%
Unacc.3	Does the documentation adequately support the decision not to accept the referral?	85%	99%		98%	89%	95%	89%
	Home-Based Se	rvices						
HB.1	Is there a current child and family plan in the file?	85%	89%		89%	54%	47%	36%
HB.2	Was an initial child and family plan completed for the family within 45 days of case start date?	85%	79%		82%	51%	42%	26%
HB.3	(This question has been dropped by court order)							
HB.4	Were the following members involved in the development of	f the curi	rent child	and far	nily plan?			
	the natural parent(s)/guardian	85%	92%		80%	64%	37%	47%
	the stepparent (if appropriate)	85%	93%		67%	50%	38%	36%
	the target child(ren) (age 12 and older)	85%	100%		65%	53%	25%	26%
	Performance rate for three sub-questions		94%					
HB.5	(This question has been dropped by court order)							
HB.6	Did the worker initiate services for the family/child as identified in the child and family plan(s)?	85%	90%		90%	75%	53%	75%
HB.7	Did the worker make at least one home visit each month of this review period?							
	Month one	85%	90%		86%	88%	81%	78%
	Month two	85%	87%		90%	86%	86%	80%
	Month three	85%	90%		88%	89%	86%	75%
	Performance rate for three months		89%					
HB.8	(This question has been dropped by court order)							

Equal to or above goal.

Within 10-percentage points of desired goal.

More than 10-percent below desired goal.

Table III

Five-Year Progression Foster Care Case Set-Up and Visitation

Type & Tool #	Question	GOAL	FY2007	25%	2006	2005	2004	2003
	Foster Care Case Set	:-Up & Vis	itation					
FC.IA1	Did the child experience an initial placement or placement	nt change dur	ring this re	view p	period?			
FC.IA2	Following the shelter hearing, were reasonable efforts made to locate kinship placements?	85%	### Station 100% 95% 81% 96% 100% 96% 93% 88% 100% 100% 96% 100% 100% 85% 75% 69% 51% 51% 100% 96% 96% 95% 90% 96% 97% 92% 91% 88% 97% 94% 94% 91% 91% 85% 91% 91% 88% 91% 88% 91% 88% 91% 88% 91% 86% 88% 91% 86% 88% 91% 86% 88% 91% 86% 88% 91% 86% 88% 91% 86% 85% 89% 83% 91% 91% 86% 93% 91% 91% 86% 93% 91% 91% 86% 93% 91% 91% 85% 91% 91% 85% 91% 91% 85% 91% 91% 95% 92% 94% 94% 96% 95%	85%				
FC.IA3	Were the child's special needs or circumstances taken into consideration in the placement decision?	85%	100%	L	96%	93%	88%	91%
FC.IA4	Was proximity to the child's home/parents taken into consideration in the placement decision?	85%	100%		100%	96%	100%	89%
FC.IA5	Before the new placement was made, was basic available information essential to the child's safety and welfare and the safety and welfare of other children in the home given to the out-of-home care provider?	85%	85%		75%	69%	51%	46%
FC.IB1	Did the worker contact the out-of-home caregiver at least and progress of the child?	st once during	g each mor	nth of	this review	v period t	to check o	n the needs
	Month one	85%	96%		96%	95%	90%	91%
	Month two	85%	97%		89%	91%	93%	94%
	Month three	85%	96%		88%	90%	86%	91%
	Month four	85%			92%	91%	88%	92%
	Month five	85%						84%
	Month six	85%			94%	94%	86%	86%
F0 TD0	Performance rate for six months					6.11.1		10
FC.IB2				ing e				
	Month one Month two	85% 85%	<u> </u>	<u> </u>				87% 87%
	Month three	85%				!		89%
	Month four	85%						84%
	Month five	85%	+			 		79%
	Month six	85%	+			 		80%
	Performance rate for six months	0370		!	9170	9170	0370	00 70
FC.IB3	Did the worker visit the child at least once during each n	nonth of this		iod?				
	Month one	85%			95%	95%	94%	93%
	Month two	85%	97%		93%	92%	94%	95%
	Month three	85%	95%	1		94%	94%	92%
	Month four	85%	96%		96%	95%	95%	87%
	Month five	85%	96%		97%	97%	94%	87%
	Month six	85%	91%		95%	95%	93%	89%
		95%						
FC.IB4	Did the worker visit privately with the child?	0501	0.00	i	0001	6631	6664	i
	Month one	85%						80%
	Month two	85%						85%
	Month three	85%	89%		96%	69%	70%	83%
	Month four	85%	85%		93%	70%	82%	75%
	Month five	85%	90%	ļ	95%	77%	66%	78%
	Month six	85%	85%		93%	71%	77%	81%
	Performance rate for six months		87%		to or abov			

Equal to or above goal.

Within 10-percentage points of desired goal.

More than 10-percent below desired goal.

Table IV

Five-Year Progression Foster Care Health and Educational Assessments

Type & Tool #	Question	GOAL	FY2007	72%	2006	2005	2004	2003
FC.II1	Was an initial or annual comprehensive health assessment conducted on time?	85%	94%		85%	86%	78%	81%
FC.II2	If a need for further evaluation or treatment was indicated in the most current initial or annual health assessment, was that evaluation or treatment initiated as recommended by the primary care providers?	85%	86%		67%	58%	62%	53%
FC.II3	Was an initial or annual mental health assessment conducted on time?	85%	91%		67%	66%	71%	63%
FC.II4	If a need for mental health services was indicated in the most current initial or annual mental health assessment, were those services initiated within 30 days of receipt of the evaluator's consultation form, unless within 30 days of receipt of the evaluation recommendation the family team concluded that specified services were inappropriate for the child at that time?	85%	93%	Γ	81%	73%	66%	69%
FC.II5	Was an initial or annual dental assessment conducted on time?	85%	93%		71%	80%	70%	75%
FC.II6	If need for further dental care treatment was indicated in the initial or annual dental exam was that treatment initiated as recommended by the primary care providers?	85%	84%	Γ	80%	78%	76%	75%
FC.III1	Is the child school aged?							
FC.III2	If there was reason to suspect the child may have an educational disability, was the child referred for assessments for specialized services?	85%	94%		89%	79%	80%	74%

Equal to or above goal.

Within 10-percentage points of desired goal.

More than 10-percent below desired goal.

Table V

Five-Year Progression Foster Care Case Planning

Type & Tool #	Question	GOAL	FY2007	25%	2006	2005	2004	2003
FC.IVA1	Is there a current child and family plan in the file?	85%	88%		86%	46%	45%	43%
FC.IVA2	If the child and family plan which was current at the end of the review period was the child's initial child and family plan, was it completed no later than 45 days after a child's removal from home?	85%	84%	! ! ¹	76%	63%	47%	42%
FC.IVA3	Were the following team members involved in cre	ating the	current c	hild an	d family	plan?		
	the natural parent(s)/guardian?	85%	91%		70%	66%	43%	63%
	the stepparent (if appropriate)	85%	76%		55%	50%	20%	45%
	the child? (age 12 and older)	85%	97%		83%	59%	45%	57%
Perfor	mance rate for three sub-questions		92%					
FC.IVA4	(This question has been dropped by court order)							
FC.IVA5	Did the worker initiate services for the family/child as identified in the child and family plans that are current during the review period?	85%	86%		86%	55%	39%	53%
FC.IVA6	Was the child provided the opportunity to visit with his/her parent(s) weekly?	85%	85%		83%	66%	47%	58%
FC.IVA7	Was the child provided the opportunity for visitation with his/her sibling(s) weekly?	85%	82%		72%	46%	32%	45%

^{1.} If this question had met goal, it would still fail due to having more than 25% of the total score coming from partial credits, (38%).

Equal to or above goal.

Within 10-percentage points of desired goal.

More than 10-percent below desired goal.

Appendix –

Appendix A.

FY2007 General CPS Data Tables

Type & Tool #	Question	Sample	Yes	Partial Credit	Partial No Credit	No	EC-na	EC	NA	GOAL	FY2007	25%	Precision range
				Gene	ral CPS								
CPS.A1	Did the investigating worker see the child within the priority time frame?	140	126	0	0	6		8	0	90%	90%		4.2%
CPS.A2	If the child remained at home, did the worker initiate services within 30 days of the referral?	54	53	0	0	1		0	112	90	98%		3.0%
CPS.A3	Was the investigation completed within 30 days of CPS receiving the report from intake or within the extension time frame granted if the Regional Director granted an extension?	140	130	3.75	1	4		0	0	90%	96%		2.9%
CPS.B1	Did the worker conduct the interview with the child outside the presence of the alleged perpetrator?	100	92	0	1	3		4	40	90%	92%		4.5%
CPS.B2	Did the worker interview the child's natural parent(s) or other guardian when their whereabouts are known?	138	126	0	11	1		0	2	90%	91%		3.9%
CPS.B3	Did the worker interview third parties who have had direct contact with the child, where possible and appropriate?	131	125	0	0	6		0	9	90%	95%		3.0%
CPS.B4	Did the CPS worker make an unscheduled home visit?	55	50	0	0	2		3	116	90%	91%		6.4%
CPS.C1	If this is a Priority I case involving trauma caused from severe maltreatment, severe physical injury, recent sexual abuse, fetal addiction, or any exposure to a hazardous environment was a medical examination of the child obtained no later than 24 hours after the report was received?	0	0	0	0	0		0	268	90%	N/A²		(1)
CPS.C2	If this case involves an allegation of medical neglect, did the worker obtain a medical neglect assessment from a health care provider prior to case closure?	24	23	0	0	1		0	244	90%	96%		(1)
CPS.D1	Were the case findings of the report based on the facts/information obtained/available during the investigation?	140	137	0	1	2		0	0	85%	98%		2.0%
CPS.E1	Was the child placed in a shelter placem	ent?											
CPS.E2	Did the worker visit the child in the shelter placement within 48 hours of removal from the child's home?	86	81	0	0	5		0	180	85%	94%		(1)
CPS.E3	After the first 48 hours, did the worker visit the child in the shelter placement at least weekly, until the CPS case closure or until transferred to a foster care caseworker?	6	4	0	2	0		0	260	85%	67%³		(1)
CPS.E4	Within 24 hours of the child's placement in shelter care, did the worker make reasonable efforts to gather information essential to the child's safety and well-being and was this information given to the shelter care provider?	87	81	0	5	1		0	179	85%	93%		(1)
CPS.E5	During the CPS investigation, were reasonable efforts made to locate possible kinship placements?	85	85	0	0	0		0	181	85%	100%		0.0%

¹ No precision range exists due to 100% of population being reviewed.

Equal to or above goal.

Within 10-percentage points of desired goal. More than 10-percent below desired goal.

² Sample totaled zero applicable; all were N/A, resulting in a statistically unreliable score.
3 Sample totaled six, with large number of N/A cases, resulting in a statistically unreliable score. Note: Given the sample sizes and variables for each question in the following tables, there is a 90% confidence the true FY2007 population percent falls between the +/- range for the precision rate on each question. As an example: On Appendix A question CPS.A1, the FY2007 score is 90%. The precision range for this question is 4.2%. Therefore, OSR is 90% confident the true percentage falls between 85.8% and 94.2% for question CPS.A1.

Appendix B.

Unable to Locate, Unaccepted Referrals, Home Based Data Tables

Type & Tool #	Question	Sample	Yes	Partial Credit	Partial No Credit	No	EC-na	Э	NA	GOAL	FY2007	25%	Precision range
			Unable	to Locate	e Cases	•							
Unable 1	Did the worker visit the home at times	26	25		0	1		0	45	85%	96%		(1)
Unable 2	other than normal working hours? If any child in the family was school age, did the worker check with local schools or the local school district for contact/location information about the family?	29	27			2		0	42	85%	93%		(1)
Unable 3	Did the worker check with law enforcement agencies to obtain contact/location information about the family?	52	50			2		0	19	85%	96%		(1)
Unable 4	Did the worker check public assistance records for contact/location information regarding the family?	54	53			1		0	17	85%	98%		(1)
Unable 5	Did the worker check with the referent for new information regarding the family?	55	51			3		1	16	85%	93%		(1)
			Unacc	epted Ref	ferrals	·							
Unacc.1	Was the nature of the referral documented?	131	131			0				85%	100%		(1)
Unacc.2	Did the intake worker staff the referral with the supervisor or other intake/CPS worker to determine non-acceptance of the report?	131	131			0				85%	100%		(1)
Unacc.3	Does the documentation adequately support the decision not to accept the referral?	131	130			1				85%	99%		(1)
			Home	-Based Se	ervices								
HB.1	Is there a current child and family plan in the file?	126	103	9	10	1		0	1	85%	89%		4.6%
HB.2	Was an initial child and family plan completed for the family within 45 days of case start date?	49	29	9.75	6	1		0	94	85%	79%		9.6%
HB.3	(This question has been dropped by court of	rder)											
HB.4	Were the following members involved in the	develo	pment of the	current o	child and f	family pl	an?						
	the natural parent(s)/guardian	66	61	0	3	2		0	61	85%	92%		5.4%
	the stepparent (if appropriate)	15	14	0	0	1		0	138	85%	93%		10.6%
	the target child(ren) (age 12 and older)	20	20	0	0	0		0	107	85%	100%		0.0%
	Perform	nance ra	ate for three	sub-ques	tions					94%			
HB.5			(This questic	n has be	en droppe	d by cou	ırt orde	r)					
HB.6	Did the worker initiate services for the family/child as identified in the child and family plan(s)?	96	75	11.34	0	3		0	31	85%	90%		5.1%
HB.7	Did the worker make at least one home visit each month of this review period?												
	Month one	118	106	0	0	10		2	9	85%	90%		4.6%
	Month two	127	110	0	0	13		4	0	85%	87%		5.0%
	Month three	99	89	0	0	9		1	28	85%	90%		5.0%
•	Dorf	ormano	e rate for thr	ree month	IS					89%			

1 No precision range exists due to 100% of population being reviewed.

Note: Given the sample sizes and variables for each question in the following tables, there is a 90% confidence the true FY2007 population percent falls between the +/- range for the precision rate on each question. As an example: On Appendix A question CPS.A1, the FY2007 score is 90%. The precision range for this question is 4.2%. Therefore, OSR is 90% confident the true percentage falls between 85.8% and 94.2% for question CPS.A1.

Equal to or above goal.

Within 10-percentage points of desired goal.

More than 10-percent below desired goal.

Appendix C

Foster Care Set Up & Planning Data Tables

Type & Tool #	Question	Sample	Yes	Partial Credit	Partial No Credit	No	EC-na	EC	N	GOAL	FY2007	25%	Precision range
		Fo	oster Ca	re Case	Set-Up)							
FC.IA1	Did the child experience an initial pl	acemen	t or plac	ement o	change	duri	ing th	nis re	eview p	eriod?			
FC.IA2	Following the shelter hearing, were reasonable efforts made to locate kinship placements?	37	37	0	0	0		0	108	85%	100%		0.0%
FC.IA3	Were the child's special needs or circumstances taken into consideration in the placement decision?	56	56	0	0	0		0	89	85%	100%		0.0%
FC.IA4	Was proximity to the child's home/parents taken into consideration in the placement decision?	48	48	0	0	0		0	97	85%	100%		0.0%
FC.IA5	Before the new placement was made, was basic available information essential to the child's safety and welfare and the safety and welfare of other children in the home given to the out-of-home care provider?	53	45	0	0	8		0	92	85%	85%		8.1%
		Fo	ster Car	e Case I	Plannin	g							
FC.IVA1	Is there a current child and family plan in the file?	145	113	20	9	3		0	0	85%	88%		3.8%
FC.IVA2	If the child and family plan which was current at the end of the review period was the child's initial child and family plan, was it completed no later than 45 days after a child's removal from home?	48	27	18	2	1		0	107	85%	84%		5.7%
FC.IVA3	Were the following team members i	nvolved	in creat	ting the	curren	t chi	ld an	d fa	mily pla	n?			
	the natural parent(s)/guardian?	89	81	0	6	2		0	56	85%	91%		5.0%
	the stepparent (if appropriate)	21	16	0	1	4		0		85%	76%		15.3%
	the child? (age 12 and older)	67	65	0	0	2		0	77	85%	97%	į	3.4%
	Performa			ee sub-c	uestio	ns					92%	<u> </u>	
FC.IVA4	(This question has been dropped by	court o	rder)										
FC.IVA5	Did the worker initiate services for the family/child as identified in the child and family plans that are current during the review period?	118	80	0	0	5		0	26	85%	86%		7.1%
FC.IVA6	Was the child provided the opportunity to visit with his/her parent(s) weekly?	72	61	0	9	2		0	73	85%	85%		7.0%
FC.IVA7	Was the child provided the opportunity for visitation with his/her sibling(s) weekly?	50	41	0	7	2		0	95	85%	82%		8.9%

Note: Given the sample sizes and variables for each question in the following tables, there is a 90% confidence the true FY2007 population percent falls between the +/- range for the precision rate on each question. As an example: On Appendix C question FC.IA5, the FY2007 score is 85%. The precision range for this question is 8.1%. Therefore, OSR is 90% confident the true percentage falls between 76.9% and 93.1% for question FC.IA5,

Equal to or above goal.

Within 10-percentage points of desired goal.

More than 10-percent below desired goal.

Appendix D.

Foster Care Visitation Data Table

Type & Tool #	Question	Sample	Yes	Partial Credit	Partial No Credit	No	EC	NA	GOAL	Perform Rate (%) FY 2007	>25% PC?	Precision range	
				r Care Vi			-						
FC.IB1	Did the worker contact the out-of-ho progress of the child?	me car	egiver at le	east once	during	each	mont	h of this	review p	period to check (on the r	needs and	
	Month one	104	100	0	0	4	0	40	85%	96%		3.1%	
	Month two	111	108	0	0	3	0	33	85%	97%		2.5%	
	Month three	117	112	0	0	5	0	27	85%	96%		3.1%	
	Month four	120	116	0	0	4	0	24	85%	97%		2.7%	
	Month five	118	115	0	0	3	0	26	85%	97%		2.4%	
	Month six	111	103	0	0	8	0	33	85%	93%		4.0%	
	Performan	ice rate	for six mo	onths						9	6%		
FC.IB2	Did the worker visit the child in his/h	er out-	of-home p	lacement	at least	once	durir	ng each	month of	f this review per	iod?		
	Month one	104	95	0	0	9	0	40	85%	91%		4.5%	
	Month two	113	100	0	0	13	0	31	85%	88%		4.9%	
	Month three	117	106	0	0	10	1	27	85%	91%		4.4%	
	Month four	120	111	0	0	9	0	24	85%	93%		4.0%	
	Month five	118	108	0	0	10	0	26	85%	92%		4.2%	
	Month six	112	101	0	0	10	1	32	85%	90%		4.6%	
	Performan	ce rate	for six mo	onths			•			9	1%		
FC.IB3	Did the worker visit the child at least	once c	during each	n month o	of this re	eview	perio	d?					
	Month one	109	105	0	0	4	0	35	85%	96%		3.0%	
	Month two	119	115	0	0	4	0	25	85%	97%		2.7%	
	Month three	126	120	0	0	5	1	18	85%	95%		3.1%	
	Month four	126	121	0	0	5	0	18	85%	96%		2.9%	
	Month five	123	118	0	0	5	0	21	85%	96%		2.9%	
	Month six	116	106	0	0	10	0	28	85%	91%		4.3%	
	Performan	ce rate	for six mo	onths						9	5%		
FC.IB4	Did the caseworker visit privately wit	h the c	:hild?										
	Month one	87	73	0	0	14	0	57	85%	84%		6.5%	
	Month two	89	77	0	0	12	0	55	85%	87%		6.0%	
	Month three	92	82	0	0	10	0	52	85%	89%		5.3%	
	Month four	95	81	0	0	14	0	49	85%	85%		6.0%	
	Month five	90	81	0	0	9	0	54	85%	90%		5.2%	
	Month six	91	77	0	0	14	0	53	85%	85%		6.2%	
	Performan	ice rate	e for six mo	onths						87%			

Note: Given the sample sizes and variables for each question in the following tables, there is a 90% confidence the true FY2007 population percent falls between the +/- range for the precision rate on each question. As an example: On Appendix D question FC.IB1, the FY2007 score for month six is 93%. The precision range for this question is 4.0%. Therefore, OSR is 90% confident the true percentage falls between 89% and 97% question FC.IB1.

Equal to or above goal.

Within 10-percentage points of desired goal.

More than 10-percent below desired goal.

Appendix E.

Foster Care Health and Education Assessments Data Table

Type & Tool #	Question	Sample	Yes	Partial Credit	Partial No Credit	No	EC	A	GOAL	FY 2007	>25% PC?	Precision range
<u> </u>			Foste		e Heal	th					٨	
FC.II1	Was an initial or annual comprehensive health assessment conducted on time?	141	130	3	6	2	0	4	85%	94%		3.2%
FC.II2	If a need for further evaluation or treatment was indicated in the most current initial or annual health assessment, was that evaluation or treatment initiated as recommended by the primary care providers?	35	30	0	5	0	0	110	85%	86%		9.7%
FC.II3	Was an initial or annual mental health assessment conducted on time?	137	124	0	8	5	0	8	85%	91%		4.1%
FC.II4	If a need for mental health services was indicated in the most current initial or annual mental health assessment, were those services initiated within 30 days of receipt of the evaluator's consultation form, unless within 30 days of receipt of the evaluation recommendation the family team concluded that specified services were inappropriate for the child at that time?	88	80	2	5	1	0	57	85%	93%		4.4%
FC.II5	Was an initial or annual dental assessment conducted on time?	120	111	0	7	2	0	25	85%	93%		4.0%
FC.II6	If need for further dental care treatment was indicated in the initial or annual dental exam was that treatment initiated as recommended by the primary care providers?	44	37	0	4	3	0	101	85%	84%		9.1%
			Foster	Care	Educa	tion						
FC.III1	Is the child school aged?		104				41					
FC.III2	If there was reason to suspect the child may have an educational disability, was the child referred for assessments for specialized services?	17	16	0	1		0	128	85%	94%		9.4%

Note: Given the sample sizes and variables for each question in the following tables, there is a 90% confidence the true FY2007 population percent falls between the +/- range for the precision rate on each question. As an example: On Appendix E question FC.II1, the FY2007 score is 94%. The precision range for this question is 3.2%. Therefore, OSR is 90% confident the true percentage falls between 90.7% and 97.2% for question FC.II1.

Equal to or above goal.

Within 10-percentage points of desired goal.

More than 10-percent below desired goal.